

# **2003-2004**

## **Biennial Report to the Legislature**

Detailing agency operations and program activities  
during the period October 2002 to September 2004



**STATE OF MICHIGAN**  
***Department of Human Services***  
**[www.michigan.gov/dhs](http://www.michigan.gov/dhs)**



JENNIFER M. GRANHOLM  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF HUMAN SERVICES  
LANSING

MARIANNE UDOW  
DIRECTOR

May 2005

Governor Jennifer M. Granholm  
State Capitol  
Lansing, Michigan 48933

Majority Leader Ken Sikkema  
Michigan Senate  
State Capitol  
Lansing, Michigan 48933

Speaker Craig DeRoche  
Michigan House of Representatives  
State Capitol  
Lansing, Michigan 48933

Dear Ms. Granholm and Messrs. Sikkema and DeRoche

Enclosed for your review is the Family Independence Agency's Biennial Report covering Fiscal Years 2003 and 2004. The Social Welfare Act requires this report to be published and circulated to the governor and members of the state Legislature.

The report details cash assistance, child and adult welfare activities in the Family Independence Agency – which was renamed Michigan Department of Human Services on March 15, 2005 – and programs administered during the biennial period.

This report is available from the agency's public Web site at [www.michigan.gov/dhs](http://www.michigan.gov/dhs). Limited copies are available in hardcopy by contacting the DHS Office of Communications, 235 S. Grand Ave., P.O. Box 30037, Lansing MI 48909.

Thank you for your continued support of public assistance, child and adult welfare programs in Michigan.

Marianne Udow

copy: Members of the Michigan Senate  
Members of the Michigan House of Representatives  
Interested persons

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## **Michigan's Family Independence Agency (FIA)**

operates under legislative precepts of the Social Welfare Act, Public Act 280 of 1939, which was significantly amended in 1975 and 1996. The act defines agency responsibilities to help individuals and families unable to protect themselves.

The FIA administers the federal Temporary Assistance for Needy Families grant and is Michigan's public child protection agency. The Family Independence Agency helps meet the financial, medical and social needs of qualifying individuals and families who need temporary assistance; assists persons to become self-sufficient; and helps protect children and vulnerable adults from abuse, neglect, exploitation and endangerment.

Programs and services provided by the Family Independence Agency are intended to meet the objectives established by state legislation and federal requirements and to meet goals cited in the 2005-2008 Strategic Plan which is outlined on following pages.

During 2003-04, the Family Independence Agency had an average of 10,400 classified employees. The principal categories of FIA employees include eligibility specialists, case workers and managers, child and adult services specialists.

Effective October 2003, Executive Order 2003-18 transferred the Office of Children and Adult Licensing to FIA administration and transferred Michigan Commission for the Blind and Michigan Commission on Disability Concerns from the FIA to Michigan Department of Labor and Economic Growth.

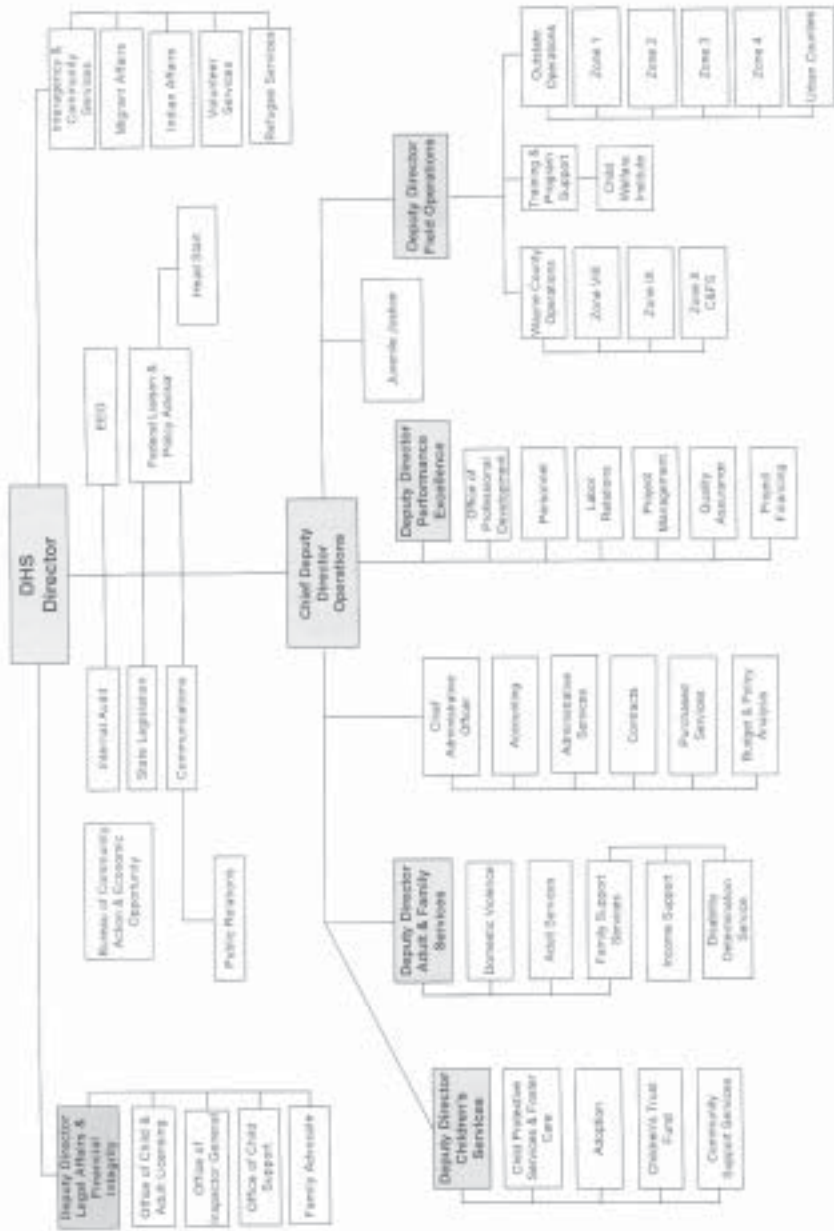
During the biennial period the agency put in place its strategic plan and programs to upgrade its communications infrastructure, the "Bridges" integrated information technology project with departments of Community Health and Information Technology, and the Caseworker Relief Project.

Michigan's Family Independence Agency (FIA) was renamed Michigan Department of Human Services on March 15, 2005 by Executive Order 2005-38.

## **Employee recognition programs**

The Department of Human Services focuses on meeting client needs by developing and maintaining a skilled work force. DHS staff persons are our most valuable resource. To this end, the agency has several employee acknowledgment programs designed to meet our employees' needs for recognition.

The programs are the "Service Awards" program, the "DHS Hero" awards and the "Going the Extra Mile" award. These programs allow individuals the opportunity to receive acknowledgement for their years of service, continuously outstanding work, a one time special effort, or for using their job knowledge to make the DHS a better work place.



# DHS Strategic Plan

## MISSION

The Michigan Department of Human Services assists children, families and vulnerable adults to be safe, stable and self-supporting.

## VISION

We will:

- Reduce poverty.
- Help all children have a great start in life.
- Help our clients achieve their full potential.

## 2005 - 2008 Goals & Initiatives

### 1. Support staff and improve internal efficiency.

- a. Implement an integrated information technology system.
- b. Reengineer business processes, including policy and task simplification.
- c. Strengthen and improve human resource policies and practices.

**Outcomes:** 2005 – Localized processes will be identified and priorities established for standardization.

2007 - Workers will have the first phase of the integration system available by mid year.

2005 - Application of discipline will be consistent within and across county lines.

2007 - The timeframe to begin and complete investigations of grievances and complaints will be reduced another 40 percent. There will be an additional 20 percent reduction in the number of grievances filed.

### 2. Assure all children we serve have access to a community-based, comprehensive, quality system of early care and education.

- a. Institute a tiered child care provider-rating system tied to day care payments.
- b. Enhance child day care licensing standards to incorporate child development standards of quality and expand licensing staff roles to provide consultation.
- c. Increase minimum requirements and provide access to adequate child development opportunities for day care staff, relative providers and aides.
- d. Provide supports for parents and other caretakers of young children to be involved in their child's early care and education.

**Outcomes:** 2007-increase in the percentage of children in kindergarten who have been in pre-school by 5 percent each year, beginning in 2007.

2010 – 10 percent increase in the number and percent of children who achieve reading and mathematics proficiency in the fourth grade.

### 3. Increase the number of financial assistance clients who become self-sufficient.

- a. Implement revised Work First Program.
- b. Implement Low Income Home Energy Assistance Program Direct and simplify other State Emergency Relief services.
- c. Increase family income through programs such as Earned Income Tax Credit, Child Support collections, tax credits and the like.
- d. Implement anti-poverty pilots and replicate other successful service models such as Cascade Engineering and the Harlem model into other communities.

**Outcomes:** 2005- Five percent reduction in the number of children living in or near poverty.  
2010 – 33 percent reduction in the number of children living in or near poverty.

**4. Strengthen the child welfare system to increase the number of children and youth who remain safely in their own homes and who achieve permanency; and, decrease the lengths of stay of children and youth in placement.**

- a. Implement the Family-to-Family model statewide.
- b. Implement therapeutic foster care and other intensive community based services such as Family Group Decision-Making.
- c. More fully implement youth in Transition and expand other adolescent Transition Services.
- d. Address the issue of over-representation of minority children and youth in the child welfare system.

**Outcomes:** 2005- 1 percent reduction in the number of children in the child welfare system.  
2009 – 20 percent reduction in the number of children in the child welfare system.

**5. Increase the number of adults receiving needed care in safe, community-based settings.**

- a. Implement "Family to Family" principles of building community partnerships, identifying community resources and receipt of appropriate services for Adult Protective Services clients.
- b. Strengthen licensure and other regulatory approaches to improve the quality of care for adult living options and expand licensing staff roles to provide consultation.
- c. Expand care options, improve the quality of care and assure a continuum of care for adults by implementing the relevant Long-Term Care Task Force recommendations.

**Outcomes:** 2005 - Establish baseline.  
2006 – 25 percent increase of DHS adult clients in community based setting.  
2007 – 25 percent increase over 2006 in DHS adult clients in community based setting.

**6. Strengthen prevention and early intervention programs.**

- a. Fully implement the recommendations of the Children's Action Network.
- b. Promote full utilization of sources of support for higher education and training such as Pell Grants, Tuition Incentive Program and the like for all eligible youth.
- c. Increase access to adequate and affordable housing through removing policy barriers and through more effective use of funding such as affordable housing grants, individual development accounts, and the like.
- d. Enhance the intake assessment process to provide preventive services through early identification of client specific needs and offer provisions for appropriate services.

**Outcomes:** 2005 - Expand the prevention dollars utilized by five percent.  
2007 - Expand the prevention dollars utilized by 15 percent.

**VALUES – HOW WE DO OUR WORK**

In our day-to-day work we will live the values of Integrity, Inclusion, Teamwork and Excellence in the way we treat our clients, each other, employees and our partners. All of our efforts will keep in the forefront:

- Treating our clients with dignity and respect.
- Honoring the diversity of our work force and clients. Developing our workforce at all levels.
- Ensuring accuracy and integrity in our work and programs.
- Assuring an outcomes focus and investment strategies based on proven results.
- Maximizing the use of available federal and private revenues.
- Collaborating with all government entities, community partners and the private sector.



## Financial Assistance Programs

Financial assistance benefits are available to qualifying Michigan citizens from the Department of Human Services. As a result of welfare reform changes enacted since 1995, adults applicants are required to participate in Work First and other work-related activities unless they are deferred for reasons related to health, disability, family status or emergency conditions.

### Child Development and Care

Child day care subsidies are provided to eligible families when the parent, legal guardian or other caretaker is unavailable to provide care because of employment, limited education or training, or because of a health or social condition for which treatment is being received.

For low-income families not receiving Family Independence Program benefits, the Department of Human Services pays 70-95 percent of allowable child care expenses. Funding for child care comes from several sources, both federal and state.

In fiscal year 2004, the average caseload in the program was 61,491 serving 120,623 children. The average payment per child was \$337.41 per month.

### Child Support

The DHS Office of Child Support administers the federal Title IV-D child support program in Michigan. They contract with county Friend of the Court and prosecutor offices to provide child support services in Michigan.

In Fiscal Year 2004 this partnership produced disbursements that exceeded \$1.41 billion, an increase of \$10 million over the previous year. The program improved overall cost effectiveness by 13 percent. In addition, total collections per full-time child support professional increased from \$479,159 in FY 2003 to \$536,362 in FY 2004.

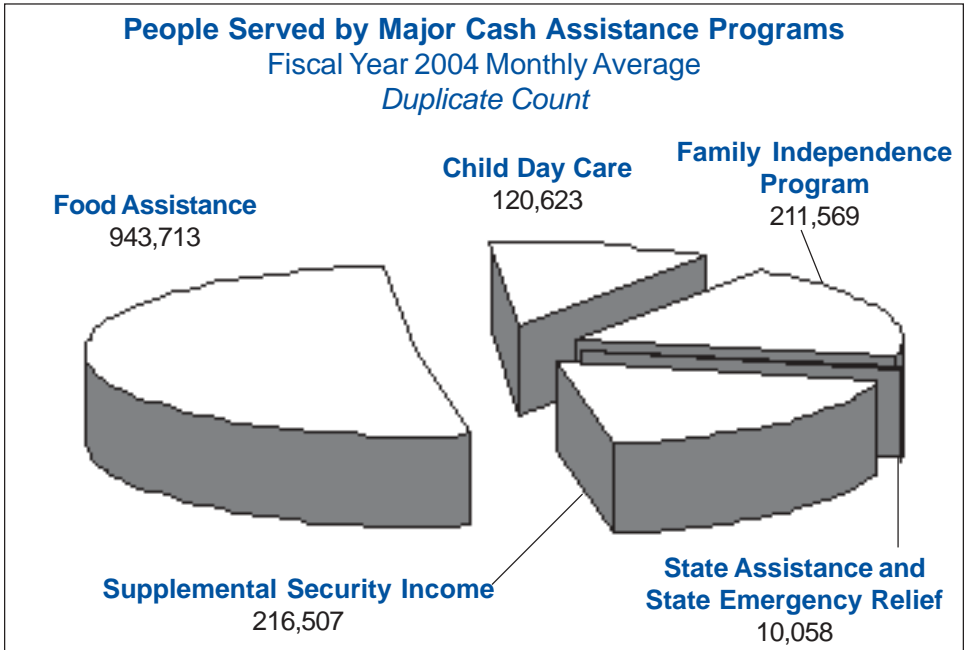
Family Independence Program (FIP) recipients are automatically a part of the child support program and any family can request assistance to obtain child support. In FY 2004 over \$46 million was disbursed as support and arrearages for current assistance recipients. Families that no longer receive FIP still receive child support and in FY 2004 approximately \$435 million was distributed as support and arrearages for former assistance recipients.

### Michigan Child Support Enforcement System

The 1996 federal welfare reform act required that each state must have a single statewide child support case management computer system. This mandate became operational in Michigan with federal certification of the Michigan Child Support Enforcement System in October 2003. The statewide system brought integration and coordination for the child support partners who all have access to the same child support data and activity information. DHS Office of Child Support, county prosecuting attorney and Friend of the Court offices work in collaboration to manage cases in the system.

### Michigan State Disbursement Unit (MiSDU)

The 1996 federal welfare reform act required that each state must receive and disburse child support from one location. Michigan converted to a centralized process – the MiSDU – to receive and disburse child support between 2000-03.



The MiSDU receipts more than 95 percent of support payments and disburses 100 percent of them. More than 25 percent of employers use electronic fund transactions and 30 percent of customers receive electronic payments in the form of direct bank deposits.

More than 90 percent of payments to the MiSDU are disbursed within 24 hours. In FY 2004 the MiSDU disbursed over \$1.6 billion in payments.

## **Direct Support Services**

To help clients obtain employment, DHS staff members work with them to eliminate barriers to work and promote personal and family independence. Communities define barriers to employment and develop individualized plans to remove them.

Additional resources are developed through coordinated efforts with state agencies including Michigan Department of Labor & Economic Growth, Michigan State Housing Development Authority and Michigan departments of Transportation and Community Health. Community agencies are encouraged to provide resources, as well.

See also “Work First Orientation” later in this section.

## **Earned Income Tax Credit (EITC)**

This is a refundable federal tax credit that helps working people achieve economic stability and security. The Michigan EITC Outreach Initiative is a statewide effort established in FY 2003 to increase EITC filing by eligible individuals. The initiative supports local coalitions that provide volunteer tax preparation sites. A Web site —[www.michiganeic.org](http://www.michiganeic.org) — provides EITC information for community coalitions and Michigan citizens.

The DHS worked to establish five pilot projects in autumn 2003 in Kent, Berrien, Van Buren, Oakland and Wayne counties in partnership with the Internal Revenue Service and the Michigan State University Cooperative Extension Service and other community agencies to increase filing and provide free tax assistance.

Low-income households in Michigan made 616,294 EITC claims for tax year 2003 bringing \$1,011,761,063 federal dollars to these households, their communities, and the state. This represents an increase of 23,223 households and \$32,036,944 over the claims made for tax year 2002.

## **Family Independence Program (FIP)**

In 1996, the federal entitlement benefit AFDC was renamed FIP in Michigan. It provides financial assistance to families with children. Federal welfare reform legislation sets a five-year lifetime limit on receipt of FIP benefits, but the legislation allows states to pay similar benefits with state funds after that time, as well as declare 20 percent of the state caseload as “hardship” cases that are deferred from this requirement.

In 2004, the average number of monthly recipients was 211,569. The average number of cases was 77,969. The average monthly grant for a family of three in Wayne County with no other income during FY 2004 was \$459. This has not changed substantially since 1980.

## **Food Assistance**

This program provides low-income families and individuals with additional food purchasing power and increases their ability to make nutritious food selections to avoid hunger and malnutrition.

The U.S. Department of Agriculture funds 100 percent of Food Assistance benefits while federal and state governments share the administrative costs of the program. The DHS determines eligibility and administers benefits electronically using a client debit card.

While federal welfare reform legislation did not set lifetime limits on receiving Food Assistance benefits it set strict eligibility requirements for childless adults age 18-49. From December 1996-February 2004 these recipients were required to participate in work-related programs or provide hours of community service or have limited to three consecutive months in a three-year period.

Michigan acquired a federal waiver on these restrictions effective March 2004. While these adults still are required to meet work requirements they are not limited to three months worth of benefits in a three-year period.

The average number of households receiving food benefits in Fiscal Year 2003 was 375,102. In FY 2003, the average monthly food benefits per household were \$180.50 and \$78.25 per person. In FY 2004 an average of 420,483 received benefits at an average of \$181.79 per household and \$79.75 per person.

## **Food Assistance Program Accuracy Challenge**

The DHS began a series of initiatives during the last two years to bring the Food Assistance Program error rate down to an acceptable level. The DHS Technical Assistance Team worked in local DHS offices and reviewed intake, redetermination, registration, and change processes to standardize and increase efficiency. Certain automation and other changes assisted the process.

For FY 2002-03 the DHS case error rate was at 18.69 percent and the DHS payment error rate was at 10.72 percent. For Fiscal Year 2003-04 it was reduced to 12.84 percent case error rate and 6.92 percent payment error rate. This is significant improvement given reduced staffing, increased workloads, banked leave time and furlough days that were mandated during FY 2004.

## **Low Income Home Energy Assistance Program (LIHEAP)**

This provides financial assistance to help meet home energy costs and is funded from a combination of state and federal sources. In 2004, LIHEAP assisted 412,555 households. Most assisted households receive a single benefit payment that averaged \$229 in FY 2004. LIHEAP funds the Home Heating Credit, administered by the Department of Treasury, the State Emergency Relief energy crisis program, and the Weatherization program administered by the Bureau of Community Action and Economic Opportunity.

## **Medical Assistance**

The Department of Human Services determines eligibility for a number of medical assistance programs administered through the Michigan Department of Community Health. These include:

- Medicaid, the low-income health care program for families.
- Adult Medical Program that provides health care for qualifying families not eligible for Medicaid.
- Healthy Kids, a Medicaid program for pregnant women and children age 15 and younger in families whose income is up to 150 percent of the federal poverty level.
- Medicaid for low-income disabled, aged and blind individuals.
- MICHild, a health care program for children under age 19 in families whose incomes are 150-200 percent of the federal poverty level.

In Fiscal Year 2004 a monthly average of 1,366,234 persons qualified for Medicaid. In May 2004, there were 87,847 recipients in the Adult Medical Program (formerly called State Medical Program). In January 2004, there were 34,506 recipients in MICHild and 377,711 recipients of Healthy Kids.

## **State Disability Assistance (SDA)**

SDA provides cash assistance of up to \$264 per month for single persons who have been disabled at least 90 days and have not qualified for federal Supplemental Security Income (SSI) payments. SDA is available for clients that do not qualify for SSI and those with pending applications for SSI.

For many persons, this is interim assistance until SSI is approved. A monthly average of 10,058 persons received SDA during FY2004. The average payment was \$244 per month. A married couple, where at least one member has a disabling condition, may receive up to \$403 per month.

## **State Emergency Relief (SER)**

SER provides immediate help to individuals and families facing conditions of extreme hardship or emergencies which threaten health and safety. It helps low-income households meet emergency shelter, food, utility and home repair needs and provides burial assistance. It is provided as direct financial assistance from DHS or as a contractual service delivered through a network of nonprofit organizations.

In 2003, a total of 31,586 Michigan households received SER averaging \$222.30. In 2004 a total of 30,804 households received SER averaging \$204.84. Through an agreement with The Salvation Army, SER provides statewide emergency shelter to all persons who request it.

## **Supplemental Security Income (SSI)**

This provides financial assistance to people who are aged, blind or disabled. Funding is predominately federal and is administered through the Social Security Administration. In Michigan, the average monthly SSI caseload was 216,507 in 2004.

The state supplements federal SSI payments. For persons residing in care homes, the state provides supplements that are included in the federal SSI checks they receive each month. The state also supplements persons living independently or in the household of another. Eligible recipients are sent a separate check from the Department of Human Services once each calendar quarter. SSI recipients are automatically eligible for Medicaid in Michigan.

### **Weatherization Assistance Program**

Michigan's Weatherization Assistance Program is federally funded, low-income residential energy conservation program. The program provides free home energy conservation services to low-income Michigan homeowners and renters. These services reduce energy use and lower utility bills, thus creating more self-sufficient households. Eligibility is based on federal poverty guidelines.

In partnership with the Department of Human Services, Community Action Agencies and other non-profit organizations provide weatherization services statewide. Between April 1, 2003 and March 31, 2004 there were 5,429 homes that received assistance through Michigan's Weatherization Assistance Program.

For a list of local weatherization agencies to [http://www.michigan.gov/dhs/0,1607,7-124-5452\\_7124\\_7211-58707--,00.html](http://www.michigan.gov/dhs/0,1607,7-124-5452_7124_7211-58707--,00.html)

### **Work First Orientation**

Beginning October 1998, it was mandatory for all new public assistance applicants to attend a general and individual orientation session given by DHS and Work First and to participate in Work First activities as a condition of receiving assistance.

Through an agreement with Michigan Department of Labor and Economic Growth, the Work First program concentrates on moving FIP recipients into employment as quickly as possible. The chief component of Work First activity is job club and job search. Work First can also provide the full range of employment, training and educational component activities. Support services including transportation and day care are available to clients. Michigan Department of Labor and Economic Growth assists FIP recipients until case closure.

# Services Programs

Services are provided to children, youth, adults and families who meet eligibility criteria. Services programs are delivered by DHS employees in local offices, through contract with other agencies, or through other agencies administered by the DHS.

## **Adult Services**

### **Adult Community Placement**

This program provides assistance to individuals and families in locating and selecting licensed community care facilities for people who can no longer live independently. Program staff are responsible for assuring that a monthly supplemental payment is made to enrolled adult foster care and home for the aged providers for all Medicaid-eligible residents in those facilities. During 2003, the average number of adults receiving services each month was 5,408 and 5,045 for 2004.

### **Adult Protective Services**

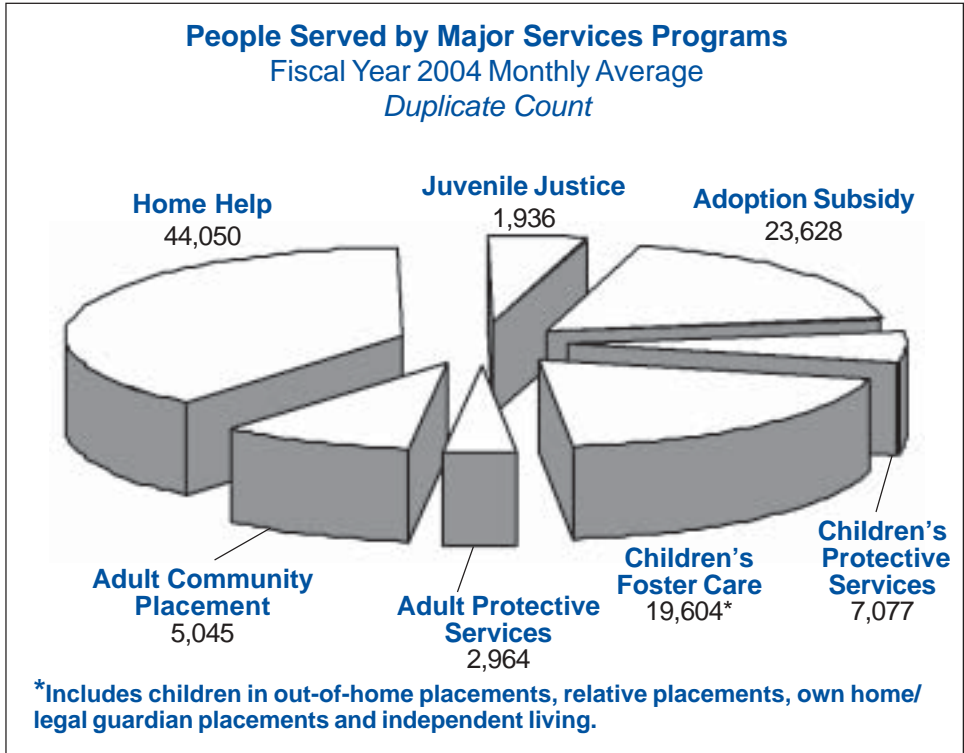
Program staff persons investigate allegations of abuse, neglect or exploitation and provide protection to vulnerable adults. Substantiated complaints require the DHS to begin an investigation within 24 hours. In 2003, there were 10,632 cases made active and the average monthly caseload was 2,840. In 2004 there were 14,441 cases made active and the average monthly caseload exceeded 2,964. Case determinations: 71 percent of cases were neglect, 14 percent abuse, and 15 percent exploitation.

### **HIV / AIDS Related Services**

Provides advocacy services for more than 3,500 persons each year with HIV and AIDS helping them access programs, services and community resources. The Drug Assistance Program makes life-prolonging drugs available to 900 people with HIV who otherwise could not afford them. The Insurance Assistance Program paid private medical insurance premiums for more than 423 people in fiscal years 2003 and 2004, enabling a number to return to work. Wayne County Child and Family Services' medically fragile unit provides case management and support services for more than 110 children and their caretaker parents who are infected with HIV.

### Home Help Services

This is an independent program for Medicaid-eligible individuals who need personal care assistance to remain in their own homes. Customers choose service providers who assist them with essential activities of daily living including eating, bathing and taking medications. Home Help payments were provided to more than 41,820 persons per month in 2003; and more than 44,050 per month in 2004. Total program expenditures exceeded \$187 million in 2003 and \$200 million in 2004. Michigan Department of Community Health is responsible for policy and budget for this program, which is administered by DHS staff.



### Physical Disability Services

This program provides adaptive aids to Medicaid-eligible adults who are certified by a physician as being physically disabled. Services include mobility aids such as ramps, life chairs and specialized wheelchairs, and other adaptive equipment. Training for independent living, counseling and occupational, speech and physical therapy are also available to enable living in the least restrictive environment. During the 2003-04 biennial period, about 2,800 persons each year were provided with physical disability services at a cost of more than \$1.3 million annually. Michigan Department of Community Health is responsible for policy and budget for this program, which is administered by DHS staff.



## ***Children's Services***

### **Adoption**

The Department of Human Services and private adoption agencies under contract to the department work to find permanent homes for children who are wards of the Michigan Children's Institute (MCI) or are permanent court wards. Adoption finalizations of state and court wards totaled 2,611 in fiscal year 2003 and 2,684 in fiscal year 2004.

DHS provides adoption subsidies for special needs children to support day-to-day care. In September 2004, DHS subsidy cases totaled 23,984 at an average of \$680.51 per month. DHS also provides medical subsidies for eligible special needs children to assist in covering the cost of services to address emotional, behavioral and medical needs. In fiscal year 2004 the medical subsidy program covered \$8.4 million in cost of services through state and federal funds.

### **Adoption Services**

Contracts have been established in seven regional centers to provide post-adoption support to families that have adopted special needs children. These centers provide information and referral, crisis intervention, coordination with community services, support groups and training.

### **Before or After School Program**

Department of Human Services allocated through contracts up to \$10,000,000 in TANF funds through FY 2003 for programming that provide kindergarten through ninth grade youths with a safe, engaging environment to motivate and inspire learning outside the traditional classroom setting. Funding is intended to offer quality before- and after-school programs that provide youth with programs that combine academic, enrichment and recreation activities to guide learning and inspire children and youth in various activities. Services must be focused toward children whose family income is less than 200 percent of the federal poverty guidelines published by the United States Department of Health and Human Services.

Each program shall include parental involvement and at least three of the following topics – pregnancy prevention, non-medical services provided to address chemical abuse and dependency, gang violence prevention, academic assistance, must include assistance with reading and writing, preparation toward future self-sufficiency, leadership development, case management or mentoring, and anger management.

In FY 2004, funding for the program was eliminated and the contracts ended.

## **Children's Foster Care**

This program is available for children who cannot safely remain in their own home because of incidents of serious abuse and/or neglect. Foster care services are delivered through a partnership between the DHS and private child care organizations. About 60 percent of children placed in a paid foster home living arrangement are supervised through contracts with private agencies. The program supervises children placed out-of-home and works with families for reunification, if possible. It also seeks permanent homes for children when return is not possible and, when necessary, petitions the court for legal termination of parental rights.

At the end of FY 2004 the total abuse/neglect caseload was 19,514 with 17,240 in out-of-home care. In comparison, at the end of FY 2003, the total abuse/neglect caseload was 19,549 with 17,342 in out-of-home care, which is defined as children not living in their own parent's home.

There has been a significant increase in the shift from out-of-home placement in non-relative foster care to relative, or kinship care. The number of abused/neglected children living with grandparents, aunts, uncles and other relatives instead of non-relative foster care has steadily climbed over the years. The number of children in relative placements has grown from 6,348 at the end of FY 2003 to 6,692 at the end of FY 2004. Most of these cases are supervised by DHS.

In FY 2004, 3,433 children became wards of the state compared to FY 2003 when 3,450 children became wards of the state.

## **Children's Protective Services (CPS)**

Michigan law mandates these services to help prevent harm to children from non-accidental physical or mental injury, sexual abuse, exploitation or neglect by a person responsible for the child's health or welfare. DHS staff members provide assistance through investigation and substantiating reports of abuse and neglect. CPS staff also work with families to enhance their ability to care for children, refer families to appropriate community resources, coordinate community service programs and provide public information on neglect and abuse. When necessary to promote the safety of children, CPS staff persons petition the court for removal of children from homes where abuse and neglect are present and endanger their welfare.

In fiscal year 2003 and 2004, CPS investigated 75,115 and 76,694 cases, respectively. In those years, 17,052 and 17,847 cases were substantiated that resulted in abuse or neglect to 27,238 and 30,409 victims.

## **Child Welfare Quality Assurance Unit**

This program was established to develop and implement the comprehensive review of the state child welfare programs. Field supervisors conduct reviews that replicate the Federal Child & Family Services review. Areas of the review include assessment of casework, services in the areas of safety, permanence and well being, continuous Quality Improvement Practices and Customer Satisfaction. The unit develops quarterly reports that are sent to the Federal Department of Health & Human Services. This unit also developed the child welfare Program Improvement Plan.

## **Children's Trust Fund**

The Children's Trust Fund (CTF) is an independent, public non-profit organization dedicated to the prevention of child abuse and neglect. It promotes the health, safety and welfare of Michigan's children through public awareness and education, information dissemination, training and technical assistance and the funding of community-based child abuse prevention programs.

In FY 2004, the CTF funded 71 local child abuse and neglect prevention councils that serve 81 of the 83 Michigan's counties; 42 community-based direct service prevention programs; and administered 36 Zero to Three secondary prevention programs funded by Michigan Departments of Community Health, Education and the Department of Human Services. Collectively, this network of prevention programs provided information and support to more than 444,000 Michigan children and families.

The Children's Trust Fund does not receive a state appropriation. It is funded through revenue from interest income, its trust fund, direct donations (individual and corporate), children's license plate sales, grants and special fundraising activities.

## **Family Services**

### **Child Protection: Working Together As Community Partners**

The initiative in Michigan is a statewide collaborative effort. This initiative involves the local Multi-Purpose Collaborative Bodies supporting sustainable community-based services to families that are substantiated, low-moderate risk children's protection cases – Category III; or unsubstantiated referrals to children's protective service – Category IV; and services are voluntary; therefore, the parent may choose not to participate.

### **Child Safety and Permanency Plan**

Child Safety and Permanency Plans are developed in each county as a DHS planning and funding process to address the need for safe, targeted, outcome driven, county based programs that will increase responsible and safe community alternatives for children and youth at risk of removal from their families. The goals of the process are to prevent the removal of children and youths from their homes when safe to do so, to accelerate the return of children to their families, and to provide, in an expeditious manner, permanent, stable safe family alternatives for those children and youth whose family crisis cannot be remedied.

### **Community Action Agencies**

Michigan's 30 Community Action Agencies (CAAs) are the largest human service network outside of state government. CAAs target services to people with income at 125 percent of the federal poverty level. Department of Human Services funding is combined with funds from other local, state and federal sources to operate and support services to broaden economic opportunities and to lift the barriers to self-sufficiency. CAAs served about 424,296 individuals in FY2003 through a combination of funds and resources. DHS funding to CAAs includes:

- Community Services Block Grant (CSBG) Discretionary funds in 2003 and 2004 supported innovative community projects. Activities included: development of a job training and placement program; activities to prevent homelessness and support low-income families with securing safe and affordable housing; energy conservation education to assist families with reducing energy consumption; activities to support self-sufficiency, and services to families facing homelessness due to the mental or physical disability of a family member.
- Temporary Assistance to Needy Families funding for CAAs was \$2.35 million in FY 2003 and \$2.35 million in FY 2004. CAAs use these funds to: provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives; end dependence of needy parents on government benefits by promoting job preparation, work and marriage; prevent and reduce the incidence of out-of-wedlock pregnancies; and encourage the formation and maintenance of two-parent families.

### **Community Resource Program (formerly Volunteer Services)**

More than 41,500 volunteers provided 1.2 million hours of services to DHS program clients. Services included transportation, socialization, tutoring, child care, companionship and mentoring. Volunteers help DHS with clerical support, serve as case aides and provide child care in DHS offices for recipients. In FY 2003 and FY 2004, individuals donated more than \$19 million in volunteer hours of service. Another \$12.2 million was contributed in money, holiday gifts, furniture, appliances, household goods, camperships for children and other items to meet the special needs of DHS clients.

### **Disability Determination Service (DDS)**

The Disability Determination Service processes a federal workload of initial disability claims for the Social Security Administration. The federal workload consists of initial and continuing disability review claims for disability. Denied claims are appealed to the Federal Office of Hearings and Appeals. DDS also processes claims for the Office of Retirement Services, the State Disability Assistance and Medicaid (MA-P) programs.

In FY 2004 DDS adjudicated 101,086 initial Social Security Administration disability claims, 288 reconsideration claims, and 21,664 continuing disability reviews. Initial adjudications increased 3.7 percent over FY 2003 and 12 percent over FY 2002.

In FY 2004, 34.6 percent of claims were allowed at the initial level compared to 35.9 percent in FY 2003. The DDS made presumptive disability decisions providing speedier benefits to SSI claimants at a rate of 26.6 percent in FY 2003 and 30.6 percent of claims allowed in FY 2004.

DDS adjudications make up approximately 70 percent of all allowances of Social Security Administration disability claims filed through all levels of appeals. The Office of Retirement Services work includes claims for state employees, public school employees, the Michigan State Police and state judicial employees. In FY 2004 DDS handled 948 claims compared to 1,084 in FY 2003.

The Medical Review Team adjudicated 42,376 State Disability Assistance/Medicaid claims in FY 2004 compared to 39,369 in FY 2003. DDS handled 4,679 State Hearing Review Team cases, which are appeals to SDA/Medicaid denials.

## Domestic Violence

The Michigan Domestic Violence Prevention and Treatment Board (board) was established in 1978 by state legislation that created a governor-appointed Board responsible for focusing state activity on domestic violence. The board:

- Advises the Legislature and governor on issues of domestic and sexual violence.
- Develops and recommends policy, develops and provides technical assistance and training.
- Administers state and federal funding to a network of private nonprofit agencies that provide emergency shelter, advocacy, and counseling to adult victims of domestic violence and their children in all 83 counties.

In fiscal year 2004, there were 225,115 shelter nights provided to adult victims and children throughout Michigan.

The board works closely with DHS children's services programs, the Prosecuting Attorneys Association of Michigan, Michigan Judicial Institute, State Court Administrative Office, Michigan Commission on Law Enforcement Standards, Michigan State Police and the Michigan Coalition Against Domestic and Sexual Violence to develop and implement new training, policies and protocols.

Board-funded Transitional Supportive Housing projects offer service for adult victims of domestic violence and their dependent children. Its focus is to provide safe single-family occupancy units coupled with needed support services and resources to move a domestic violence survivor and her dependent children to independent maintenance of safe, affordable, and permanent housing.

There were 68,479 nights of housing provided to adult victims of domestic violence and 185,881 nights of housing provided to their dependent children.

Board-administered rape prevention and services grants support 29 sexual assault victim services agencies that provide 24-hour crisis lines, direct emergency intervention services, counseling, advocacy, Sexual Assault Nurse Examiner programs and community education.

Also, the board oversees the implementation of the federal "Safe Havens: Supervised Visitation and Safe Exchange" grant program. Michigan was selected as one of four applicants nationwide to receive this \$1.1 million demonstration grant. This award from the U.S. Department of Justice Office on Violence Against Women supports supervised visitation and safe exchange options for families with a history of domestic violence, sexual assault, and stalking. The grant was awarded in response to an application submitted by the Michigan Domestic Violence Prevention & Treatment Board in collaboration with the State Court Administrative Office.

The Michigan Resource Center on Domestic and Sexual Violence is a unique collection of over 3,500 books and 300 videos on domestic violence, sexual

assault, stalking, violence prevention, nonprofit management, medical and legal response to violence against women, public policy and much more. Materials are available for loan to any Michigan citizen. The center is a collaboration of the board and Michigan Coalition Against Domestic and Sexual Violence. Michigan Domestic Violence Prevention and Treatment Board is the primary funder and owner of the collection.

### **Early On Collaboration**

Early On is Michigan's collaborative system of early intervention under Individuals with Disability Education Act (IDEA), Part C. The lead agency is the Michigan Department of Education. An interagency agreement was signed in 1993 between the Department of Education, Department of Community Health and the Department of Human Services to implement this Act. Early On is a voluntary system designed to meet the needs of children birth to three years old who have a developmental delay in any area or a existing condition that may result in a developmental delay. Part C requires the implementation of family centered principles and collaboration of public and private agencies. These efforts result in a statewide comprehensive, multidisciplinary, interagency system that provides early intervention services.

Early On serves approximately 14,000 children each year with the federal allocation. The reauthorization of the Child Abuse Prevention Treatment Act of 2003 requires the referral of all children birth to three years of age to Early On for services with no funding attached.

### **Families First of Michigan (FFM)**

This program is offered statewide and designed to protect children by strengthening families. Its purpose is keep families with abuse and neglect risk factors safely intact and avoid the high costs of out-of-home placement, by safely removing crises, not children, and helping families make positive lasting changes. Families First of Michigan services are also available to children in out of home care needing reunification services to return home. It is an intensive, short term, in-home, crisis intervention and family education program. Intervention services include but are not limited to both hard and soft services. Workers use family assessments to assist families in developing interventions. Intervention services can include teaching parenting skills; counseling; training on budgeting skills; housekeeping skills; advocacy; and making appropriate use if community resources. Services are available and accessible to the family 24 hours, 7 days a week. There were 7,554 families served in FY 2003 and 2004. Of the families served, 84 percent continue to remain intact at one year. The budget was reduced during this period to \$17,448,000, leading to a reduction of 942 interventions statewide.

Families First/DV also assists families who have minor children at risk of homelessness due to domestic violence. Nine sites provided these services to 24 counties and 464 families in FY 03-04.

## **Family Group Decision Making**

Family Group Decision Making is a process that utilizes Family Group Conferencing to assist families and their kinship network in developing a safety plan for care of children who have been identified by Children's Protective Services at risk due to abuse or neglect. Using the New Zealand Model approach which includes both an "information sharing" segment where professionals and participants identify risk; and a "private family time" segment of the conference where the plan is developed by the family kinship network (without any professionals present). All parties of the conference come back together to present and review the family's plan. Contingency measures are included in the plan. The CPS worker must approve the plan which identifies how members will support and actively participate in providing the safety elements necessary to assist the family to successfully keep their children safe within their family or kinship network. The Michigan model also includes the support of an advocate, up to one year, to assist the family in implementing their family plan in the community.

In FY 2003-04, 425 family conferences were held with 362 cases closing successfully with children with parents or fictive kin.

## **Family Resource Centers**

Family Resource Centers are placed in community schools to coordinate services according to the goals developed and shared by the family, community, school and other agencies involved.

Centers serve as a "one stop shop" for family services located within or near a neighborhood school. They are established to create a user-friendly environment for families in need of state and local human services, pool resources of state and local agencies for efficiency, and ensure family needs are met through comprehensive services that lead them toward stability.

The DHS and partner agencies established 19 Family Resource Centers in FY 2003 and 20 more in FY 2004 in 15 counties. They are located in community schools that did not meet annual performance standards under the federal No Child Left Behind Act.

Services provided include assistance with food, clothing and shelter assistance, emergency assistance for utility shut off, rental eviction & other housing issues, funeral expenses, access for to health & mental health services, and school-based parent involvement programs.

Long-term expected outcomes include increases academic performance, increased parental participation, decreased absenteeism, decreased truancy and decreased student school behavior problems. More information on Family Resource Centers is available online at [http://www.michigan.gov/DHS/0,1607,7-124-5452\\_7124\\_31804--,00.html](http://www.michigan.gov/DHS/0,1607,7-124-5452_7124_31804--,00.html)



## Family Reunification Program

This program provides an array of intensive home based services that enables children in out-of-home placement to safely return to their parents' home earlier with the support of the Family Reunification Program. It is a team approach with the family; the team consists of one (1) team leader and two (2) family workers. Each family worker works with 6 families and the team leader works with all 12 families. The program is in the home 8-12 hours the first two weeks and an average of 4 hours the remaining weeks totaling up to 4-6 months. It is available to the family 24 hours a day 7 days a week. The program was expanded in 2004. Contract capacity was reduced in late Fiscal Year 2003 due to a 17 percent reduction in funding. In fiscal years 2003 and 2004, 4,006 and 3,548 families were served, respectively.

## Family to Family

Family to Family (F2F) is a sequence of programs serving foster children and families that started in Michigan in 2001. It was operating in 16 counties through FY 2004 with 19 more slated to begin programs in FY 2005. The objective is to have F2F programming in all counties by FY 2007.

The foundation of Family to Family is to:

- Develop a neighborhood-based and culturally sensitive network of family foster care located in the communities where the children live.
- Become a neighborhood resource for children and families and develop the capacity of neighborhoods that produce the greatest number of foster children.
- Reduce reliance on institutional or congregate care by meeting child and family needs through relative or family foster care.
- Assure that scarce family foster home resources are first provided to children removed from their homes.
- Involve foster families as team members in family reunification efforts.
- Reduce disparities associated with race, ethnicity, gender or age in each outcome.
- Reunify children with their families as soon as that can safely be accomplished, based on the family and child's needs.
- Reduce the lengths of stay of children in out-of-home care.
- Decrease the overall rate of children coming into out-of-home care.

More than 4,000 team decision making meetings have been held in case management decisions concerning children in F2F counties regarding emergency placements, children possibly being removed from their home, reunification and permanency planning. Success for families served by F2F relies on four core strategies – recruiting, training, and supporting resource families, building community partnerships, making decisions as a team, and evaluating results.



## **Migrant Services**

Migrants are an integral part of Michigan's \$10.5 billion dollar agricultural economy. The DHS Office of Migrant Affairs program provides migrant laborers with access to child day care, food assistance, medical care, emergency services and other DHS benefit programs. During the growing season 72 bilingual employees working out of 24 DHS county or district offices help Migrant families gain access to needed services.

An estimated 60,000-120,000 Migrant farm workers and their families travel to Michigan every year. In FY 2004 services were provided to 4,294 migrant applicants that requested service.

The DHS coordinates services through the Interagency Migrant Services Committee at the state level in cooperation with 10 Migrant Resource Councils. The director of the Office of Migrant Affairs is designated by executive order to serve as the permanent chair of the committee and provide oversight for the Migrant Resource Council network.

## **Native American Affairs and Indian Outreach**

The unique political relationship ascribed to Native American Tribes by the federal government has had significant impact on the state of Michigan. This program has the mission to encourage, support, protect and strengthen Native American children and families in their journey through the provision of services that respect heritage, honor tradition, and encourage community.

Progress is continuously being made to fulfill this mission through working partnerships with entities that are external to the DHS in addition to the delivery of a broad range of services to Michigan's Native American population.

Efforts of the Indian Outreach Workers and the Office of Urban Indian Affairs in 12 counties across the state have resulted in approximately 4,500 individuals receiving services during the year.

Partnerships have been created between the Office of Native American Affairs and the 12 federally recognized tribes of Michigan, Michigan's state historic tribes, Indian organizations, the federal government and other community and state organizations.

This translates into service to 8 percent of the 12 counties' Native American population. Additional responsibilities of this program are, but are not limited to, policy and program development, resource coordination, advocacy, training and technical assistance, and coordination of efforts to ensure implementation of applicable state and federal laws pertaining to Native Americans.

## **Refugee Service Program**

Through an agreement between the Department of Health and Human Services and a network of mostly faith-based agencies, refugees are assigned to states, including Michigan, for resettlement. Under current federal ceilings Michigan receives about 1,000 refugees a year. Michigan administers a 100 percent federally funded \$12 million Refugee Services Program that delivers services to refugees through local resettlement agencies.

In Fiscal Year 2004 there were 2,403 refugees that received service. Almost 1,000 refugees were placed in jobs at an average wage of \$8 an hour. They have an 80 percent job retention rate. About 140 refugees receive cash and/or medical assistance per month. There were 1,153 refugees received health screenings and 260 children were served through the Unaccompanied Refugee Minors Program.

Refugees are defined as persons from around the world who for reasons of political, religious, or racial persecution are unable or unwilling to return to their own country and are granted sanctuary by the U.S. government.

The goal of the program is individual and family self-sufficiency in the shortest possible time frame. Eligible refugees receive employment services, employment-related English language training, financial assistance for basic needs, health screening, cultural adjustment services and foster care for unaccompanied minor children.

Generally, refugees are gainfully employed and contributing to the Michigan economy within five years.

### **Strong Families/Safe Children**

This is Michigan's community-based and state-wide collaborative initiative for the federal "Promoting Safe and Stable Families" legislation that provides funds to states for new and enhanced family preservation, family support, time-limited reunification, and adoption promotion and support services (P.L. 105-89, 1997; P.L. 107-133, 2001). The federal program was formerly named the "Family Preservation and Family Support Services Act" (OBRA, P.L. 103-66, 1993).

The federal program goals and intent of funds are: Child Safety, Permanency, and Improved Family Functioning to Strengthen Families. To achieve the program goals, SF/SC funds must be used for new and enhanced services in the following four service categories: family preservation-placement prevention, family support, time limited family reunification, and adoption promotion and support services.

The program served 129,205 families in FY 2003, and an estimated 126,000 families in FY 2004.

### **Wayne County Permanency Pilot**

The Wayne County Permanency Pilot moved from pilot to a permanent system for payment based on performance. All agencies that participate in the foster care Family Assignment System in Wayne County. Enrollment to the project ended but it is still serving current cases.

There are 14 agencies currently participating. They are paid using a performance based payment system that reimburses a portion of their costs based on achieving performance goals rather than on volume of days served. The purpose is to reduce the number of days a child spends in foster care and to increase the number of children in successful placements (parent, relative, legal guardian, independent living) or who have parental rights terminated and are adopted.

Contract foster care service providers receive initial payments and lowered per them (lower than the general foster care rate) for each child entering care and may receive performance and sustaining payments for achieving goals. Providers can use these funds in a flexible manner to create services or provide needed goods that meet the needs of the child and family.

### **Wraparound**

The Wraparound process is based on individualized needs driven planning and delivery for families with children at risk. The process can be applied to youth living in their own home, with relatives or in foster care. It is strength based, family centered, and needs driven. Wraparound is a process based on inter-agency collaboration and working with community resources. The child and family team is made up of formal and informal resources with a coordinator to facilitate the team meetings. The parent(s) and child(ren) are integral parts of the team and must have ownership in the individualize plan.

Wraparound is offered in 35 counties. Funding sources include state/local funds, in-kind contributions and community resources within local counties.

### **Zero to Three Secondary Prevention Program**

This program is designed to promote strong, nurturing families and prevent child abuse and neglect among the 0-3 age group children and their families. The program is a collaborative effort of Michigan Departments of Community Health, Education, and the Department of Human Services and is administered by the Children's Trust Fund. The program provides intervention where substantiated child abuse and neglect has not taken place but the probability of occurrence is greater than the general population.

The program is designed to foster positive parenting skills, improve parent-child interaction, promote access to needed community services, increase local capacity to serve families at risk, improve school readiness, support healthy families' environments that discourage alcohol, tobacco, and other drug use, and reduce the incidence of child abuse and neglect.

In Fiscal Year 2004, the 36 0-3 secondary prevention funded programs served more than 13,000 families and 12,000 children. Reduced Department of Community Health funds in 2002 resulted in 0-3 programs being reduced from 64 to 42. Reduced FY 2004 Department of Education funding from \$2 million to \$250,000 resulted in the programs being reduced to 36.

Current allocations for the 0-3 program consist of \$524,000 from the Department of Community Health, \$250,000 from the Department of Education, and \$4 million from the Department of Human Services for a total budget of \$4,774,000. A number of these programs are exemplary and have received state and national attention for the outstanding work they are doing.

## **Youth and Teen Services**

### **Child Care Fund (CCF)**

The Child Care Fund is a cost-sharing program between the state and counties. The CCF operates on a reimbursement basis where the county incurs the expenses and then bills the state for 50 percent reimbursement of eligible expenditures. Eligible services include most direct services for the care and treatment of delinquent and neglected or abused children. Generally, these services include the placement and treatment of youth and community-based services.

The CCF is unique compared with the other state-administered fund sources for youths because the county court or local DHS controls services and expenditures. Services are locally developed and administered and decisions are made locally. The state becomes involved only in assuring that reimbursement is made for eligible expenditures according to established laws, rules and policies. These established parameters have a long history and are generally accepted by counties and courts as reasonable and non-intrusive.

In FY 2003 CCF state spending totaled \$148.1 million and the FY 2004 appropriation was \$168 million.

The CCF has a long history as an effective, locally driven fund source with state participation in eligible expenditures. All services – such as staff, foster care, residential placement, contracts and community-based programs – are locally controlled. The state role is to monitor compliance with eligibility requirements and to provide reimbursement for eligible services.

### **Homeless Youth Services**

To provide voluntary, longer term (18 months) services to assist youth to achieve self-sufficiency. Intent of funding is youth independence/self sufficiency. The program serves youths ages 16-20 that are without housing and age appropriate supervision or care. Services provided are crisis intervention, case management, counseling, group, placement, closed case, and community education.

### **Juvenile Justice Services**

The DHS Bureau of Juvenile Justice (BJJ) provides comprehensive treatment and services for juvenile offenders so they develop competencies to assist in achieving independence and responsibility. The goal is to hold juvenile offenders accountable for their behavior and work toward repairing harm done to the victim and the community, and provide leadership in the juvenile justice community by promoting best practices and comprehensive treatment and services for juvenile offenders in Michigan.

The BJJ provides for the education, care and supervision of delinquent youths referred to the agency from Circuit Courts – Family Division. With consultation from local offices and courts, BJJ provides public placement options ranging from community-based programs to secure facilities. Treatment programs are compre-

hensive, individualized and provide educational services, cognitive restructuring, family assistance, crisis intervention, and recreation. Reintegration and employment services are offered for youths making the transition back to the community from residential placement.

In December 2004 there were 1,871 delinquent youths under DHS supervision. Of this group, 169 were placed in foster homes, 333 were in DHS institutions, 65 were in independent living, 554 resided in their own home, a guardian's home, or a relative's home, 29 were in out of state residential placements, 513 were in private institutions, 44 were in residential care centers, and 164 were in other placements.

The DHS operates residential treatment programs at the following sites: W.J. Maxey Training School in Whitmore Lake, Shawono Center in Grayling, Nokomis Challenge Program in Prudenville, Adrian Training School in Adrian, Bay Pines Center in Escanaba, and community based residential care centers in Flint, Bay City, Ann Arbor, Kalamazoo, and Lansing. The total capacity for residents in January 2005 was 501.

The treatment programs and the security practices in the BJJ-operated facilities specialize in treating juvenile offenders with extensive substance abuse histories, multiple mental health issues and convictions for sexual offenses.

The Bureau of Juvenile Justice also provides state-of-the-art training for juvenile justice professionals. In 2004 the training unit offered 191 classes that trained 2,193 staff.

The BJJ adopted Balanced and Restorative Justice (BARJ) as a guiding philosophy for delinquency services statewide. BARJ explores ways for young people to develop attitudes and skills to lead productive lives within the law by maintaining a balance of public safety, accountability, and restoration. The U.S. Department of Justice chose Michigan to demonstrate the integration of BARJ into all aspects of juvenile justice.

Through the support of two committees – the Juvenile Accountability Block Grant Committee and the Michigan Committee on Juvenile Justice – the Web site [www.mibarj.org](http://www.mibarj.org) was created. The site offers an interactive online course and information on implementing, sustaining, and evaluating BARJ initiatives. Through the Juvenile Accountability Block Grant Committee, 31 counties have received technical assistance grants to educate the community about balanced and restorative justice.

In the Juvenile Justice Grant Unit, BJJ serves as a fiduciary for grants from the Department of Justice and Juvenile Justice Delinquency Prevention Act. Grants help develop community specific programming in comprehensive strategy, building restorative communities, juvenile drug/mental health expansion, delinquency prevention, serious and violent offender reentry initiatives, community policing, gender specific (female) programs, minority overrepresentation, and disproportionate minority confinement.

## **Runaway Services**

This program provides voluntary short-term crisis-based services with a goal of maintaining and strengthening families with emphasis on family reunification. The program serves youths through age 17 that have runaway or are at risk of running away whose families include younger siblings age 6-10 and older siblings to age 21.

There were 3,043 unduplicated youths served in the program during FY 2004. Services provided are crisis intervention, case management, counseling, placement, community education and prevention.

## **Teen Parent Program**

Teen parents receive services designated to strengthen their capacity to meet the financial, nutritional, psychological, developmental and general health needs of their children. The services include universal home visits, comprehensive assessments, comprehensive service plans, case management, crisis intervention, male responsibility and minor parent services.

Support services such as career planning, counseling day care, education, training, and employment-services are provided to assist in the prevention of welfare dependence. The program served 1,259 teen parents in FY 2004.

## **Youth in Transition**

Youth in Transition supports the provision of independent living services that are not available from other resources to youth. Since the passage of John H. Chafee Independent Living Act of 1999 this fund source is available to youths ages 14-21 who are or have been in foster care based on an abuse and neglect status on or after their fourteenth birthday.

Youths ages 18-21 are eligible even after their foster care case closes. Services include housing assistance for youth 18 or older, educational and employment supports, youth mentors, youth focus groups, life skills training, and other assistance that is designed to prepare youth to be self-sufficient after the foster care case has closed. The DHS processed approximately 1,980 requests for service during FY 2004.

During 2004 the Chafee Act was amended by federal statute to provide specific funds for educational attainment at a post-secondary institution. It increased the age limit of eligible youth from age 21 to 23 and allowed youths that were adopted at or after age 16 to access the funds for Educational Training Vouchers (ETV) that can be used for college or postsecondary education. In FY 2004 the DHS processed ETVs for 135 youths in Michigan.

## **Program Integrity**

These units of the DHS monitor and regulate agency programs, certain recipients, licensees and private agency providers. Together, their goal is to ensure program integrity in delivery of services.

## **Office of Children and Adult Licensing**

The Office of Child and Adult Licensing was transferred to the Department of Human Services by Executive Order 2003-18 effective October 2003. It conducts onsite evaluations to determine compliance with state law and licensing rules, consults with child welfare organization to improve the quality of service, and investigates complaints alleging administrative rules or statute violations. It is comprised of three divisions.

### **Adult Foster Care and Homes for the Aged**

The division provides for the prevention of harm and the protection of vulnerable adults by licensing and regulating adult foster care homes, homes for the aged, and specialized programs for developmentally disabled and mentally ill individuals who reside in adult foster care.

In 2004 there were 545 applications received, 393 original licenses issued, 2,001 renewal licenses issued, 21 interim inspections completed, 350 facilities closed, 32 disciplinary actions completed, and 1,504 complaints investigated. In January 2005 the division had 46 adult foster care licensing consultants and seven homes for the aged licensing staff.

At the end of 2004, the division monitored licensure for 4,477 licensed facilities with the capacity to serve 47,146 adults.

### **Child Day Care Licensing Division**

This division provides for the safety and protection of children in child care through licensing and regulating facilities. The division is committed to promoting the improvement of the health, safety, and development of children in child care through technical assistance, consultation, and education to providers and the public. Child care facilities include both homes and centers as well as family and group day care homes.

In FY 2004 the division received 4,050 applications, issued 3,357 original licenses/registrations and 6,445 renewal licenses/registrations. There were 2,043 ninety-day family home inspections completed, 1,209 interim inspections completed and 3,950 facilities were closed. During the year 1,928 complaints were received and 1,875 complaint investigations were completed, 72 revocations and refusals to renew were taken against facilities, and 16 license suspensions were issued.

As of January 2005 there are 60 licensing consultants responsible for 18,325 licensed or registered facilities with a capacity to serve 352,130 children.

### **Child Welfare Licensing**

The Child Welfare Licensing Division provides for the safety and protection of children in out-of-home care through licensing and regulation of facilities. Licensed organizations include child-placing agencies, child caring institutions, court operated facilities, children's foster homes and child & adult foster care camps.

During FY 2004 the division received 3,709 applications and issued 2,370 original licenses/registrations and 4,406 renewal licenses/registrations. There were 2,370 facilities closed, 2,505 complaints received, 2,248 complaint



investigations completed, and 173 revocations/refuse to renew/denials were issued against facilities.

In January 2005 there are 22 licensing consultants responsible for oversight for 8,607 facilities with a capacity to serve 93,567 children.

### **Office of Family Advocate**

The Office of the Family Advocate serves as the agency's liaison to the Office of Children's Ombudsman. It coordinates the transfer of case records requested by the Ombudsman and coordinates the DHS's official response to Ombudsman reports of findings and recommendations and requests for action. The office director represents the DHS director on certain ongoing committees related to child welfare.

The Ombudsman has authority to investigate complaints about children in Michigan's child welfare system including actions, decisions, policies and protocols of the Department of Human Services and child placing agencies as they relate to a particular child. The Ombudsman makes recommendations to the governor, Legislature and DHS for changes in child welfare laws, rules, and policies.

During FY 2004 the office processed 287 new investigations from the Office of Children's Ombudsman, received 120 affirmation letters, responded to 125 reports of findings and recommendations, and received 41 exceptional closings where investigated cases were closed without findings. The office assisted with 22 administrative resolution letters in cases that were closed with some action taken by the agency, but no formal findings.

### **Office of Internal Audit**

The Office of Internal Audit examines and evaluates the Department of Human Services's activities and internal controls. The office is responsible for implementation of a comprehensive audit plan to provide management information on the adequacy of agency activities and internal controls. All agency activities are subject to audit by the Office of Internal Audit.

During fiscal years 2003 and 2004 the Office of Internal Audit completed audits of 28 DHS local and district offices, 28 audits of DHS contractors, and 20 internal or special audits. In addition staff completed hundreds of desk reviews of DHS sub-recipient audit reports prepared by independent certified public accountants during fiscal years 2003 and 2004.

The Office of Internal Audit also maintains a Web site where independent certified public accountants can access payment data and federal funding information for use in their audits of DHS sub-recipients. Audit reports prepared by the Office of Internal Audit are also available online at [http://www.michigan.gov/DHS/1,1607,7-124-5458\\_7697—,00.html](http://www.michigan.gov/DHS/1,1607,7-124-5458_7697—,00.html)



## Office of Inspector General

The Office of Inspector General is responsible for investigating instances of alleged fraud in programs administered by the agency, reviewing administrative policies and procedures, and recommending ways to deter and detect fraud and improve accountability in the administration of all programs.

The office investigate allegations of vendor and service provider fraud associated with programs administered by DHS. All investigations found to contain the elements of fraud are forwarded to the appropriate prosecuting authority for criminal disposition or are sent to the appropriate authority within DHS for administrative action.

During Fiscal Years 2003 and 2004 the OIG focused on fraud in the area of child day care programs. High-risk provider and client cases were identified and investigated with results used to make recommendations for improved policy and payment accuracy to reduce fraud, waste and abuse in the program.

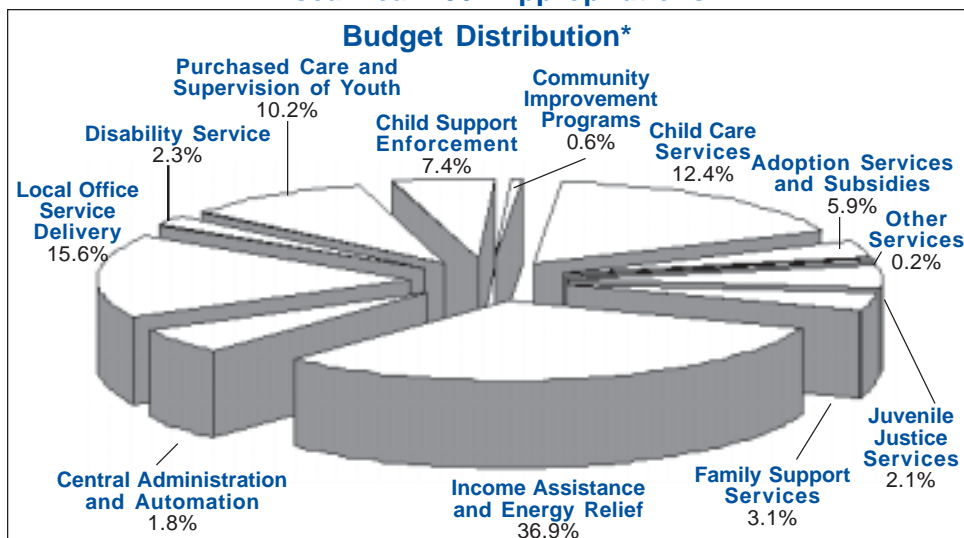
A Front End Eligibility Project (FEE) aimed at fraud prevention was implemented in Oakland County. The program allows eligibility staff to request a pre-eligibility investigation when applications or re-certification for public assistance contain suspicious data. In FY 2004 the estimated cost avoidance attributable to FEE investigations totaled \$917,628.

The office partners with Michigan State Police and the U.S. Department of Agriculture to combat fraud committed via the Bridge card, the DHS debit card used to deliver Food Assistance and cash assistance benefits. In a FY 2004 Food Assistance trafficking investigation, staff identified more than 100 recipients alleged to have improperly trafficked food benefits with the retailer. In addition they identified and are investigating recipients who conducted all Food Assistance transactions outside of Michigan for extended periods, suggesting they may no longer be Michigan residents.

The public may make fraud complaints electronically through the use of the DHS Web site or by calling the Welfare Fraud Hotline at (800) 222-8558.

# Financial

## Department of Human Services Fiscal Year 2004 Appropriations



### Total Agency Budget\*

<b>Income Assistance and Emergency Relief</b> .....	<b>\$1,461,300,000</b>
Family Independence Program, Food Assistance, State Disability Assistance, Supplemental Security Income, Low-Income Home Energy Assistance Program, State Emergency Relief	
<b>Community Improvement Programs</b> .....	<b>\$24,400,000</b>
Community Services Block Grant, Urban and Rural Empowerment/Enterprise Zones	
<b>Child Support Enforcement</b> .....	<b>\$291,500,000</b>
<b>Juvenile Justice Services (State Operated)</b> .....	<b>\$85,000,000</b>
Community-Based, Detention and Treatment Services	
<b>Disability Services</b> .....	<b>\$91,100,000</b>
<b>Family Support Services</b> .....	<b>\$122,200,000</b>
Family Preservation, Teen Parent Counseling, Rape Prevention, Domestic Violence, Employment and Training Support Services, Children's Trust Fund, Refugee Assistance	
<b>Child Care Services</b> .....	<b>\$490,200,000</b>
<b>Adoption Subsidies</b> .....	<b>\$233,600,000</b>
<b>Foster Care and Supervision of Youth</b> .....	<b>\$402,100,000</b>
Foster Care, Child Care Fund, County Shelters, Youth in Transition, Interstate Compact	
<b>Local Office Service Delivery</b> .....	<b>\$617,100,000</b>
Management and Support, Direct Service Delivery staff, Family Independence Specialists, Eligibility Specialists, Volunteer Coordinators and other staff	
<b>Central Administration and Automation</b> .....	<b>\$69,600,000</b>
Central Administration, Data Systems Development and Operations, Commission for the Blind, Commission on Disability Concerns	

**Total** ..... **\$3,959,700,000**

\*Does not include fund transfers to Executive Order 2003-18 and reductions during the fiscal year.

*Department of Human Services*  
**Fiscal Year 2004 Financing Sources \***  
**Current Year Operations**  
*rounded to nearest \$1,000*

Expenditures .....	\$3,948,771,000
GF / GP Sources .....	\$1,044,070,000
Federal Sources .....	\$2,774,109,000
Local Sources .....	\$57,666,000
Child Support Recovery or Grants .....	\$42,461,000
Private Sources .....	\$30,211,000
Other Sources State Restricted .....	\$48,633,000
Licenses & Permits .....	\$248,000
Services .....	\$6,000

**Vendor Judgment Data for FY 2003 and 2004**

	<b>FY2003</b>	<b>FY2004</b>
Number of landlords paid:	189	166
Number of cases paid:	357	320
Number of payments:	4,109	3,326
Total amount paid:	\$90,229.20	\$71,599.55
Total processing fee:	\$ 4,109.00	\$ 3,326.00
Total grant deduction:	\$94,338.20	\$74,925.55

# County Statistics — FY 2004

County	Total Recipients of FIP, SA, SER EA, FS	FIP			State Assistance		
		Cases	Recipients	Payments	Cases	Recipients	Payments
Entire State	950,187	77,969	211,569	\$391,262,056.04	9,997	10,058	\$29,316,201.50
Alcona	1,036	41	105	201,797.32	9	9	31,179.00
Alger	634	27	60	112,837.73	5	6	16,109.00
Allegan	7,651	378	891	1,715,146.96	52	53	174,580.50
Alpena	3,733	177	434	870,542.21	54	54	114,355.00
Antrim	1,534	63	157	310,156.81	16	16	65,228.00
Arenac	2,176	108	267	484,161.25	26	26	81,149.00
Baraga	819	58	146	271,033.69	12	12	23,074.00
Barry	4,140	231	560	1,187,376.20	55	56	199,715.80
Bay	11,988	746	1,923	3,687,427.71	112	112	378,418.87
Benzie	1,146	52	129	215,020.50	13	13	40,587.50
Berrien	18,853	1,398	3,541	6,764,705.61	122	124	404,918.00
Branch	4,009	266	705	1,296,724.58	47	48	148,366.60
Calhoun	16,963	1,373	3,359	6,626,077.94	183	184	596,749.45
Cass	5,249	301	770	1,489,706.10	35	36	118,937.20
Charlevoix	Charlevoix and Emmet Counties are in a single location, and data is reported under Emmet County						
Cheboygan	2,931	125	273	546,833.64	22	23	77,278.50
Chippewa	3,322	175	454	843,667.86	66	66	168,805.20
Clare	4,855	283	689	1,365,751.21	34	37	122,001.80
Clinton	2,938	131	296	611,711.16	13	13	49,398.00
Crawford	1,760	83	216	382,288.48	13	13	42,220.50
Delta	4,032	158	402	749,804.38	46	46	130,737.10
Dickinson	1,977	78	174	334,335.24	26	26	66,877.30
Eaton	6,667	353	860	1,795,549.23	52	53	180,668.00
Emmet (Incl Charlevoix)	3,447	115	247	510,584.08	82	82	171,042.00
Genesee	62,800	6,568	17,770	34,820,950.34	506	510	1,786,981.20
Gladwin	3,012	129	315	597,819.72	30	31	94,965.00
Gogebic	1,822	126	315	566,641.44	14	14	41,189.00
Grand Traverse (Incl Leelanau)	5,943	196	469	954,314.65	105	105	308,886.10
Gratiot	3,737	222	567	1,087,960.75	20	21	67,520.10
Hillsdale	4,052	186	480	861,973.56	54	55	171,136.30
Houghton	2,946	99	238	449,849.44	39	39	112,759.60
Huron	3,196	111	287	521,953.88	37	38	122,796.50
Ingham	26,799	1,620	4,312	8,758,116.33	287	290	819,589.00
Ionia	5,331	258	656	1,329,123.63	40	40	142,870.00
Iosco	3,688	152	406	720,450.85	24	24	86,133.00
Iron	1,154	73	193	330,595.77	25	25	88,129.97
Isabella	4,907	274	674	1,288,539.10	38	38	122,390.50
Jackson	15,267	1,175	3,048	5,641,852.54	90	90	314,652.50
Kalamazoo	22,599	1,759	4,764	9,383,411.11	271	271	877,240.00
Kalkaska	1,981	78	200	365,048.06	26	27	83,947.50

\* Monthly average is less than one-half case

Note: Case and recipient data, by county, may not add to entire state due to rounding.

# County Statistics — FY 2004

County	Total Recipients of FIP, SA, SER EA, FS	FIP			State Assistance		
		Cases	Recipients	Payments	Cases	Recipients	Payments
Kent	52,742	4,442	11,148	22,112,798.89	726	729	1,622,559.00
Keweenaw	213	5	13	23,204.50	9	9	18,414.00
Lake	2,088	156	396	710,692.70	29	29	97,206.80
Lapeer	4,888	256	690	1,333,452.70	57	57	192,208.60
Leelanau	Grand Traverse and Leelanau Counties are in a single location, and data is reported under Leelanau County						
Lenawee	6,850	374	867	1,725,391.48	80	80	255,469.30
Livingston	3,715	144	325	677,701.67	51	51	175,997.50
Luce	912	41	103	200,766.59	8	8	24,208.00
Mackinac	606	27	61	105,035.89	6	6	17,847.00
Macomb	43,132	2,369	5,760	11,671,579.96	447	459	1,359,273.89
Manistee	2,443	123	304	577,753.24	27	28	86,259.24
Marquette	4,760	243	602	1,189,324.67	93	93	236,420.00
Mason	3,220	198	484	902,488.79	17	18	61,826.40
Mecosta	4,996	205	510	974,640.17	45	45	142,670.00
Menominee	2,091	87	216	395,987.43	34	34	112,921.10
Midland	6,150	329	797	1,530,474.38	95	95	367,011.40
Missaukee	Missaukee and Wexford Counties are in a single location, and data is reported under Wexford County						
Monroe	8,903	585	1,420	2,897,885.05	132	134	540,800.10
Montcalm	5,988	291	726	1,382,985.29	32	34	111,480.50
Montmorency	1,205	50	127	240,358.74	15	15	50,193.00
Muskegon	25,282	2,645	7,116	12,971,655.87	177	178	575,522.00
Newaygo	5,624	282	689	1,323,341.88	36	36	127,952.40
Oakland	48,578	3,316	8,134	16,214,713.46	657	660	1,600,133.05
Oceana	4,082	313	861	1,516,959.20	25	25	85,325.50
Ogemaw	3,248	148	357	681,672.86	37	37	128,111.05
Ontonagon	641	37	97	168,930.10	3	3	7,265.00
Osceola	3,117	164	395	750,680.03	35	36	118,842.60
Oscoda	1,242	53	138	256,738.24	18	18	59,115.60
Otsego	2,321	82	180	354,182.49	15	15	44,122.00
Ottawa	10,822	461	1,070	2,193,646.71	101	102	261,231.00
Presque Isle	999	36	72	140,590.85	12	12	36,572.00
Roscommon	3,578	169	412	801,702.77	38	39	141,133.00
Saginaw	29,925	3,095	8,656	15,393,707.32	207	207	702,753.57
St Clair	14,582	1,047	2,770	5,544,268.15	207	209	693,003.20
St Joseph	6,507	345	830	1,663,353.64	59	59	198,952.00
Sanilac	5,062	259	688	1,235,950.88	39	39	139,124.20
Schoolcraft	1,021	58	139	263,475.21	7	7	22,009.00
Shiawassee	6,438	291	703	1,452,478.92	25	25	88,815.00
Tuscola	5,013	234	614	1,124,802.35	50	50	169,822.50
Van Buren	9,955	636	1,555	3,053,710.85	59	59	218,838.50
Washtenaw	15,465	1,183	3,016	5,981,344.55	187	192	540,929.84
Wayne	305,027	33,135	96,409	167,996,359.25	3,342	3,347	9,021,419.77
Wexford (Incl Missaukee)	5,664	313	769	1,473,427.26	58	59	218,860.30

# County Statistics —

## FY 2004

County	State-Funded State Emergency Relief		Food Assistance		
	Cases	Payments	Cases	Recipients	Payments
Entire State	685	\$3,273,610.83	412,666	943,713	\$901,024,626
Alcona	1	4,203.37	461	1,030	942,177
Alger	*	1,635.00	276	625	539,360
Allegan	2	13,787.78	3,051	7,555	6,883,517
Alpena	1	5,073.63	1,803	3,742	3,397,551
Antrim	1	9,298.37	624	1,505	1,294,628
Arenac	1	6,998.03	980	2,182	2,045,103
Baraga	2	4,881.12	357	796	757,435
Barry	4	29,375.64	1,661	4,027	3,779,418
Bay	12	32,338.30	5,308	11,876	10,912,879
Benzie	1	8,522.66	492	1,141	1,027,886
Berrien	9	40,292.83	8,212	18,787	18,305,071
Branch	4	19,292.46	1,682	3,938	3,508,836
Calhoun	20	82,390.10	7,730	16,860	16,133,810
Cass	6	27,814.89	2,149	5,172	4,916,332
Charlevoix	Charlevoix and Emmet Counties are in a single location, and data is reported under Emmet County				
Cheboygan	1	6,714.79	1,202	2,889	2,582,488
Chippewa	4	6,908.64	1,412	3,277	3,030,391
Clare	4	26,009.72	2,125	4,854	4,546,215
Clinton	2	13,633.54	1,232	2,887	2,684,226
Crawford	1	6,578.81	706	1,746	1,488,660
Delta	5	27,069.06	1,814	4,004	3,636,498
Dickinson	*	1,782.25	928	1,974	1,741,548
Eaton	6	31,589.57	2,789	6,543	6,016,827
Emmet (Incl Charlevoix)	1	9,767.58	677	1,265	999,521
Genesee	69	282,845.28	26,963	62,483	62,139,511
Gladwin	2	7,788.78	1,322	3,005	2,681,692
Gogebic	6	19,746.79	892	1,812	1,635,040
Grand Traverse (Incl Leelanau)	3	19,620.97	2,685	5,904	5,376,460
Gratiot	1	2,846.56	1,545	3,734	3,319,960
Hillsdale	3	14,497.40	1,592	4,002	3,535,325
Houghton	9	23,580.15	1,446	2,908	2,619,989
Huron	2	5,518.08	1,393	3,179	3,007,103
Ingham	66	217,503.12	11,931	26,385	25,529,290
Ionia	6	31,662.44	2,192	5,244	4,889,826
Iosco	3	16,462.81	1,613	3,655	3,485,009
Iron	2	3,669.85	548	1,136	973,797
Isabella	3	18,525.88	2,180	4,810	4,575,007
Jackson	10	52,372.94	6,359	15,163	14,513,960
Kalamazoo	23	100,630.13	10,093	22,361	21,566,192
Kalkaska	1	11,923.90	795	1,931	1,700,894

\* Monthly average is less than one-half case

Note: Case and recipient data, by county, may not add to entire state due to rounding.

# County Statistics —

## FY 2004

County	State-Funded State Emergency Relief		Food Assistance		
	Cases	Payments	Cases	Recipients	Payments
Kent	58	298,576.23	22,960	52,435	49,779,676
Keweenaw	1	2,144.21	107	210	180,270
Lake	2	13,402.90	986	2,072	1,930,573
Lapeer	2	6,929.45	1,955	4,799	4,392,341
Leelanau	Grand Traverse and Leelanau Counties are in a single location, and data is reported under Leelanau County				
Lenawee	4	15,479.05	2,863	6,713	6,007,954
Livingston	2	7,201.79	1,683	3,652	3,395,251
Luce	1	5,588.68	414	909	819,776
Mackinac	*	530.15	246	596	489,301
Macomb	24	155,138.47	19,571	42,447	40,673,457
Manistee	2	10,863.17	1,104	2,416	2,179,784
Marquette	6	19,121.47	2,234	4,722	4,473,604
Mason	3	19,361.41	1,357	3,190	2,775,611
Mecosta	3	18,212.39	2,089	4,954	4,693,975
Menominee	1	4,395.46	961	2,071	1,951,613
Midland	5	23,022.51	2,717	6,077	5,601,498
Missaukee	Missaukee and Wexford Counties are in a single location, and data is reported under Wexford County				
Monroe	5	25,799.14	3,756	8,715	8,119,421
Montcalm	4	37,433.74	2,437	5,933	5,453,138
Montmorency	1	13,397.49	564	1,202	1,075,339
Muskegon	23	143,161.99	11,119	25,217	24,170,700
Newaygo	4	29,005.00	2,235	5,566	5,032,018
Oakland	19	85,069.51	22,917	47,653	44,324,062
Oceana	2	21,497.11	1,547	4,030	3,539,037
Ogemaw	4	25,117.98	1,479	3,245	2,964,759
Ontonagon	2	10,353.46	317	634	498,545
Osceola	1	7,133.84	1,277	3,093	2,864,462
Oscoda	1	10,268.93	566	1,241	1,096,245
Otsego	1	7,356.74	1,004	2,293	1,932,147
Ottawa	2	8,337.46	4,379	10,692	9,868,153
Presque Isle	1	5,071.29	490	979	816,881
Roscommon	6	39,187.20	1,627	3,584	3,401,660
Saginaw	34	119,893.72	12,543	29,803	27,807,595
St Clair	19	85,448.85	6,402	14,280	13,752,112
St Joseph	7	30,662.43	2,752	6,386	6,045,105
Sanilac	7	45,187.81	2,039	4,982	4,682,293
Schoolcraft	1	1,173.70	454	1,012	915,337
Shiawassee	5	28,531.16	2,700	6,356	5,911,774
Tuscola	2	13,248.83	1,948	4,946	4,419,685
Van Buren	6	35,051.06	4,098	9,837	9,072,399
Washtenaw	8	37,077.37	7,022	15,255	14,696,745
Wayne	105	536,926.29	131,230	305,416	299,502,654
Wexford (Incl Missaukee)	5	24,459.25	2,359	5,579	5,087,941

# County Statistics — FY 2004

County	SSI		Home Help	
	Recipients	Payments	Recipients	Payments
Entire State			43,774	\$176,883,180.17
Alcona			44	196,502.08
Alger			22	97,944.10
Allegan	This information was not available at the time of this report.		225	884,082.17
Alpena			225	755,915.06
Antrim			77	445,340.12
Arenac			131	459,804.54
Baraga			57	277,824.40
Barry			156	759,178.32
Bay			630	2,090,181.09
Benzie			72	481,845.28
Berrien			670	2,617,416.31
Branch			121	518,820.98
Calhoun			500	2,389,243.99
Cass			161	748,342.44
Charlevoix	Charlevoix and Emmet Counties are in a single location, and data is reported under Emmet County			
Cheboygan			151	736,799.21
Chippewa			160	632,836.60
Clare			141	597,489.66
Clinton			92	503,103.62
Crawford			73	343,701.80
Delta			185	908,096.79
Dickinson			110	526,371.02
Eaton			233	1,290,207.68
Emmet			242	1,015,806.92
Genesee			2,442	11,563,090.96
Gladwin			137	506,430.47
Gogebic			53	122,577.58
Grand Traverse			169	1,036,871.11
Gratiot			113	356,535.39
Hillsdale			126	493,021.29
Houghton			121	567,933.85
Huron			112	468,707.92
Ingham			1,104	4,873,208.34
Ionia			147	704,114.55
Iosco			118	532,709.50
Iron			92	349,638.14
Isabella			280	1,267,097.99
Jackson			548	2,368,578.83
Kalamazoo			1,053	4,370,754.31
Kalkaska			65	307,822.50

\* Monthly average is less than one-half case

Note: Case and recipient data, by county, may not add to entire state due to rounding.



# County Statistics —

## FY 2004

County	SSI		Home Help	
	Recipients	Payments	Recipients	Payments
Kent	1,682	6,848,029.69		
Keweenaw	18	69,011.15		
Lake	103	300,952.39		
Lapeer	144	552,681.99		
Leelanau	Grand Traverse and Leelanau Counties are in a single location, and data is reported under Leelanau County			
Lenawee	210	1,137,220.76		
Livingston	196	1,223,168.53		
Luce	33	129,515.11		
Mackinac	25	145,438.06		
Macomb	2,540	10,754,059.63		
Manistee	174	747,751.94		
Marquette	257	1,238,454.83		
Mason	79	203,083.08		
Mecosta	202	795,403.67		
Menominee	150	636,726.08		
Midland	352	2,783,156.92		
Missaukee	Missaukee and Wexford Counties are in a single location, and data is reported under Wexford County			
Monroe	310	1,219,000.35		
Montcalm	235	1,123,895.01		
Montmorency	60	261,384.24		
Muskegon	737	3,001,320.01		
Newaygo	270	1,119,326.02		
Oakland	3,537	11,628,643.72		
Oceana	140	529,469.76		
Ogemaw	278	1,348,024.07		
Ontonagon	48	194,993.70		
Osceola	141	575,027.46		
Oscoda	60	245,336.65		
Otsego	123	797,506.18		
Ottawa	274	1,316,416.21		
Presque Isle	51	220,053.87		
Roscommon	141	667,771.78		
Saginaw	1,083	4,953,246.12		
St Clair	539	2,306,783.66		
St Joseph	179	726,794.17		
Sanilac	192	932,427.06		
Schoolcraft	75	278,789.96		
Shiawassee	205	829,123.35		
Tuscola	173	837,186.73		
Van Buren	343	1,469,451.23		
Washtenaw	750	4,389,831.62		
Wayne	16,289	58,297,186.63		
Wexford (Incl Missaukee)	220	883,589.87		



**Hillsdale County DHS**

40 Care Drive  
Hillsdale, MI 49242-1096  
(517) 439-2200

**Houghton County DHS**

P. O. Box 630  
200 Quincy St.  
Hancock, MI 49930  
(906) 482-0500

**Huron County DHS**

1911 Sand Beach Rd.  
Bad Axe, MI 48413  
(989) 269-9201

**Ingham County DHS**

5303 S. Cedar St.  
P. O. Box 30088  
Lansing, MI 48909  
(517) 887-9400

**Ionia County DHS**

920 E. Lincoln  
P. O. Box 506  
Ionia, MI 48846  
(616) 527-5200

**Iosco County DHS**

2145 E. Huron Rd.  
East Tawas, MI 48730  
(989) 362-0300

**Iron County DHS**

337 Brady Ave.  
P. O. Box 250  
Caspian, MI 49915  
(906) 265-9958

**Isabella County DHS**

1475 S. Bamber Rd.  
Mt. Pleasant, MI 48858  
(989) 772-8400

**Jackson County DHS**

P. O. Box 3007  
301 E. Louis Glick Hwy.  
Jackson, MI 49201  
(517) 780-7400

**Kalamazoo County DHS**

322 E. Stockbridge Ave.  
Kalamazoo, MI 49001  
(269) 337-4900

**Kalkaska County DHS**

503 N. Birch St.  
Kalkaska, MI 49646  
(231) 258-1200

**Kent County DHS**

415 Franklin S.E.  
Grand Rapids, MI 49507  
(616) 247-6000

**Keweenaw County DHS**

P. O. Box 630  
200 Quincy St.  
Hancock, MI 49930  
(906) 337-3302

**Lake County DHS**

5653 M-37  
Baldwin, MI 49304  
(231) 745-8159

**Lapeer County DHS**

1505 Suncrest Dr.  
P. O. Box 400  
Lapeer, MI 48446  
(810) 667-0800

**Leelanau County DHS**

701 S. Elmwood, Ste. 19  
Traverse City, MI 49684-3185  
(231) 941-3900

**Lenawee County DHS**

1040 S. Winter St.  
Suite 3013  
Adrian, MI 49221  
(517) 264-6300

**Livingston County DHS**

2300 E. Grand River, Suite 1  
Howell, MI 48843  
(517) 548-0200

**Luce County DHS**

500 W McMillan  
P. O. Box 27  
Newberry, MI 49868  
(906) 293-5144

**Mackinac County DHS**

199 Ferry Lane  
St. Ignace, MI 49781  
(906) 643-9550

**Macomb County DHS**

19700 Hall Rd., Suite A  
Clinton Township, MI 48038-1478  
(586) 412-6100

**Manistee County DHS**

1672 U. S. 31 South  
Manistee, MI 49660  
(231) 723-8375

**Marquette County DHS**

234 W. Baraga Ave.  
Courthouse Annex  
Marquette, MI 49855  
(906) 228-9691

**Mason County DHS**

915 Diana st.  
Ludington, MI 49431  
(231) 845-7391

**Mecosta County DHS**

800 Water Tower Rd.  
Big Rapids, MI 49307  
(231) 796-4300

**Menominee County DHS**

2612 Tenth St.  
Menominee, MI 49858  
(906) 863-9965

**Midland County DHS**

1509 Washington, Suite A  
P. O. Box 1609  
Midland, MI 48641  
(989) 839-1100

**Missaukee County DHS**

P. O. Box 309  
10641 W. Watergate Rd.  
Cadillac, MI 49601  
(231) 779-4500

**Monroe County DHS**

1051 S. Telegraph  
Monroe, MI 48161  
(734) 243-7200

**Montcalm County DHS**

609 N. State  
P. O. Box 278  
Stanton, MI 48888  
(989) 831-8400

**Montmorency County DHS**

11636 M-32 West  
P. O. Box 427  
Atlanta, MI 49709  
(989) 785-4218

**Muskegon County DHS**

2700 Baker St.  
P. O. Box 4290  
Muskegon Heights, MI 49444  
(231) 733-3700

**Newaygo County DHS**

1018 Newell st.  
P. O. Box 640  
White Cloud, MI 49349  
(231) 689-5500

**Oakland County DHS**

41000 Woodward Ave.  
Stoneridge E. Suite 200  
Bloomfield Hills, MI 48304-2263  
(248) 975-4800

**Oceana County DHS**

4081 W. Polk Rd.  
P. O. Box 70  
Hart, MI 49420  
(231) 873-7251

**Ogemaw County DHS**

444 E. Houghton Ave.  
West Branch, MI 48661  
(989) 345-5135

**Ontonagon County DHS**

730 S. Seventh St.  
Ontonagon, MI 49953  
(906) 884-4951

**Osceola County DHS**

220 E. Church st.  
P. O. Box 63  
Reed City, MI 49677  
(231) 832-4100

**Oscoda County DHS**

200 W. Fifth St.  
P. O. Box 849  
Mio, MI 48647  
(989) 826-4000

**Otsego County DHS**

800 Livingston Blvd.  
Suite 3A  
Gaylord, MI 49735  
(989) 732-1702

**Ottawa County DHS**

12185 James St.  
Suite 200  
Holland, MI 49424  
(616) 394-7200

**Presque Isle County DHS**

1242 W. Third St.  
Rogers City, MI 49779  
(989) 734-2108

**Roscommon County DHS**

111 Union St.  
Roscommon MI 48653  
(989) 275-5107

**Saginaw County DHS**

411 E. Genesee  
P. O. Box 5070  
Saginaw, MI 48605-9931  
(989) 758-1500

**St. Clair County DHS**

220 Fort St.  
Port Huron, MI 48060  
(810) 966-2000

**St. Joseph County DHS**

692 E. Main St.  
Centreville, MI 49032  
(269) 467-1200

**Sanilac County DHS**

515 S. Sandusky Rd.  
Sandusky, MI 48471  
(810) 648-4420

**Schoolcraft County DHS**

Courthouse — Room 175A  
300 Walnut St.  
Manistiquie, MI 49854  
(906) 341-2114

**Shiawassee County DHS**

1975 W. Main  
Suite 1  
Owosso, MI 48867  
(989) 725-3200

**Tuscola County DHS**

1365 Cleaver Rd.  
Caro, MI 48723  
(989) 673-9100

**Van Buren County DHS**

57150 C. R. 681  
P. O. Box 7  
Hartford, MI 49057  
(269) 621-2800

**Washtenaw County DHS**

22 Center St.  
Ypsilanti, MI 48918-9965  
(734) 481-2000

**Wayne County DHS**

Cadillac Place  
3040 W. Grand Blvd.  
Suite 5-650  
Detroit, MI 48202  
(313) 456-1000

**Wexford County DHS**

P. O. Box 309  
10641 W. Watergate Rd.  
Cadillac, MI 49601  
(231) 779-4500

*\*These counties have district offices to meet the needs of clients in their communities.*

*Genesee County has 4 district offices; Macomb County has 3; Oakland County has 5; Wayne County has 23.*

Quantity: 1,500  
Cost: \$1,297.85 (.87 ea.)  
Authority: Public Act 223 of 1996

The Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your county.

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This publication can be viewed  
online at [www.michigan.gov/dhs](http://www.michigan.gov/dhs)